



MEMORANDUM



DATE: November 22, 2004

TO: ALL DEPARTMENT TRAINING OFFICERS

FROM: Evelyn Hemenover
Chief, Training Division
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SUBJECT: Minutes of the Quarterly Department Training Officer Meeting – 09/14/04

The quarterly Department Training Officer meeting was held on September 14, 2004 at the State Training Center, 1515 S Street, North Building, Suite 108, Sacramento, California.

I. WELCOME, AGENDA OVERVIEW & TRAINING DIVISION BUSINESS (9:00 – 9:15)

Vivian Sultan, State Training Center training officer, welcomed the meeting attendees and Evelyn Hemenover reviewed the agenda. George Steinert discussed the benefits of using the “Group Training Worksheet.”

II. CONTENT SESSION – STRATEGIES AND TOOLS TO USE ON THE ROAD TO PROGRAM ACCOUNTABILITY (9:15 – 11:00)

Evelyn Hemenover introduced Tony Carney, a STC training consultant with over 25 years of experience as a consultant and instructor. Additionally, he has extensive experience in strategic planning, performance management and cost improvement at several Fortune 500 companies including Xerox, Ralston Purina and Target Stores.

Tony’s “Strategies and Tools to Use on the Road to Program Accountability” session provided information on the Strategic Management Cycle: plan, do, check, and act. Small groups brainstormed benefits of strategic planning. The strategic planning benefits that were shared included:

- Define business needs
- Morale/motivation
- Efficient productivity
- More efficient
- Monetary
- Make decisions based on information gathered
- Increase profits
- Stay competitive (California is the benchmark)

In the strategic planning process, we need to write and live the plan, make it part of the organizational culture and stick to basics. We need to have a vision of where we want our organization to be in 3 to 5 years, keeping the strategic plan mission specific and focusing on now. The organization then has a direction/a map and has identified all functions/responsibilities and priorities which result in an organized, logical foundation. Goals provide general direction – for example, customer service – and objectives are measurable and time limited. The action plans describe how to get there - the steps and each employee’s “piece of the action.”

Performance Measures are tools that organizations use to measure progress; in the early phase an organization might use a checklist to identify implementation of an action plan including completion of the action plan steps. Future performance measures would advise management on the effectiveness of programs, products and services.

Tony states that individuals and organizations will have to change the mind set. Organizations are all about resources, processes and output. Organizations have historically concentrated on efficiencies of resources and processes. The change will be to concentrate on effectiveness of output. Tony then discussed the advantages of tying budgets to performance measures and measuring/tracking results.

The "Strategies and Tools to Use on the Road to Program Accountability" power point presentation is posted under the "Training Resources Shared at DTO Meetings" directly below the DTO minutes.

III. NEW DTOs AND DTO RESOURCE SHARING (11:00 – 11:15)

Welcome to new Departmental Training Officers/Coordinators attending the meeting!

Anita Appiano	Department of Transportation, Oakland
Joyce Crandall	Department of Mental Health
Doris Dominey	Board of Equalization
Christine Edwards	Energy Commission
Gina Linson	California Highway Patrol
Rita Mochet	Franchise Tax Board
Glen Padayachee	Office of Statewide Health Planning & Development
Kimberly Ponder	Office of the Inspector General
Martie Tillotsen	Sacramento County Superior Court

DTO Resource Sharing included the following:

- Travis McCann, Consumer Affairs
Consumer Affairs has 30 boards and law requires training for board members. They have designed a one day orientation that is offered 4 times in Los Angeles and 2 times in Sacramento.
- Deanna Moreno-Robinson, Consumer Affairs
Training board members for one year and results have been positive. For additional information on the orientation training, contact Deanna at (916) 445-1255.
- Rita Mochet, Franchise Tax Board
Working on options for New Supervisor training. Supervisors at different locations with different needs. Considering alternatives for training new supervisors - instructor led, on-the-job training – while meeting the mandates of the law. George Steinert recommended reviewing DPA laws/guidelines.

- Lynn Novi - EDD
New Employee Orientation packet purchased from New Media. EDD paid \$9,000 for the entire department. Some of the topics covered include Sexual Harassment and Workplace Violence Prevention. If you wish to sign in as a guest, contact Lynn at (916) 657-4053.

IV. VIDEO SHOWCASE (11:15 – 11:30)

Carolyn Zeitler, State Library, distributed the State Library's list of Training Videos. Then she showcased the "Whale Done!" video. Filmed on location at Sea World, Ken Blanchard teaches viewers how to improve relationships by building trust, accentuating the positive and redirecting energy when things get off track.

V. MEET AND GREET DPA's CHIEF DEPUTY (11:30 – 11:45)

Evelyn Hemenover introduced Bill Avritt, Chief Deputy at DPA. Bill came from Department of Mental Health and has been at DPA since June. He asked to be included on the agenda so he could meet and say "hello" to the Department Training Officers and Coordinators.